

**Injured Staff Checklist:**

- ✓ Phone your Manager/SWC or Call Centre to report that you have been injured at work
- ✓ Make Drs Appt. if necessary
- ✓ Hand pack to Med. Provider on arrival
- ✓ Ensure all paper work is sent/handed to your manager/SWC and emailed to injury\_management@access.org.nz to assist with recovery.
- ✓ Read Injured Employee Information Sheet



# Staff Injury Management Pack



## LETTER TO TREATING MEDICAL PROVIDER

Dear Medical Provider

Please review our company's alternative duties list. Please complete this list and indicate what our employee can or can't do back at work.

Please ensure any specific restrictions that the employee has are clearly stated in the ACC45 and/OR ACC18 medical certificate.

### ALTERNATIVE DUTIES LIST

#### 1. DESCRIPTION OF ACTIVITIES FOR SUPPORT WORKERS

<p><b>HOME BASED TASKS</b></p> <ul style="list-style-type: none"> <li>General administration, working from home e.g. Contacting clients by phone to advise cares / SW's and updates, reading refresher/ training manuals, making up staff induction and client packs.</li> </ul>
<p><b>OFFICE BASED TASKS</b></p> <ul style="list-style-type: none"> <li>General Filing. Updating welcome packs, general clerical work – typing, minutes, emails, reports, photocopying, administration, forms and collation of training material, contacting clients by phone to advise cares / SW's and updates.</li> <li>Reading refresher/training manuals, updating information and competencies relevant to staff's role &amp; job description. Assessments and skills exams.</li> </ul>
<p><b>FIELD BASED TASKS &amp; CLIENT CARE</b></p> <ul style="list-style-type: none"> <li>Medications prompt / assist with meal preparation. Doing dishes / tidy kitchen, basic cleaning tasks, safety observation of client during task, supervising client showers with a colleague in training, assisting client dressing. General grooming / make up, preparation of client for bed, turn down bed &amp; make hot drink, client companionship.</li> </ul>

#### 2. RETURN TO WORK ACTIVITIES

NATURE OF INJURY	Injuries to Head / Neck / Shoulders		
Task	Movement involved	Weight	Approved
• Home Based Tasks	Sitting, standing short periods	• Nil lifting – paper work	
• Office Based Tasks	Sitting, standing, walking – short periods at time with rest breaks. No lifting above waist height – restricted movements to lower than shoulder.	• Lifting < 2kg to waist height only • Max 3 – 4 hours per day	
• Field Based Tasks	Driving – short distances, Some walking, restricted activities, limited lifting and moving, not above waist height – restricted movements to lower than shoulder.	• Lifting 5 - 10 kg (max) waist height only • Max 4 hours per day	
NATURE OF INJURY	Injuries to Upper and lower back		
• Home Based Tasks	Sitting, standing short periods controlled at home.	• Nil lifting – paper work	
• Office Based Tasks	Sitting, standing, walking – short periods at time with supported rest breaks, limited bending and carrying.	• Lifting < 5 kg (max) • Max 4 hours per day	
• Field Based Tasks	Driving – short distances, posture control, Some walking, restricted movements and activities, limited bending and stooping, no heavy lifting.	• Lifting 5 - 10 kg (max) • Max 4 hours per day	
NATURE OF INJURY	Injuries to Lower limbs		
• Home Based Tasks	Sitting, standing short periods, rest periods	• Nil lifting – paper work	

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<ul style="list-style-type: none"> <li>• Office Based Tasks</li> </ul>	Sitting, standing, walking – short periods at time with supported rest breaks, limited stairs / steps, no kneeling or squatting.	<ul style="list-style-type: none"> <li>• Lifting up to 5kg max</li> <li>• Max 4 hours per day</li> </ul>	
<ul style="list-style-type: none"> <li>• Field Based Tasks</li> </ul>	Driving – short distances, Some walking, minimal stairs / steps, no steep slopes, restricted kneeling and squatting.	<ul style="list-style-type: none"> <li>• Lifting 10 - 15kg (max)</li> <li>• Max 4 – 6 hours per day</li> </ul>	

**Comments:** \_\_\_\_\_

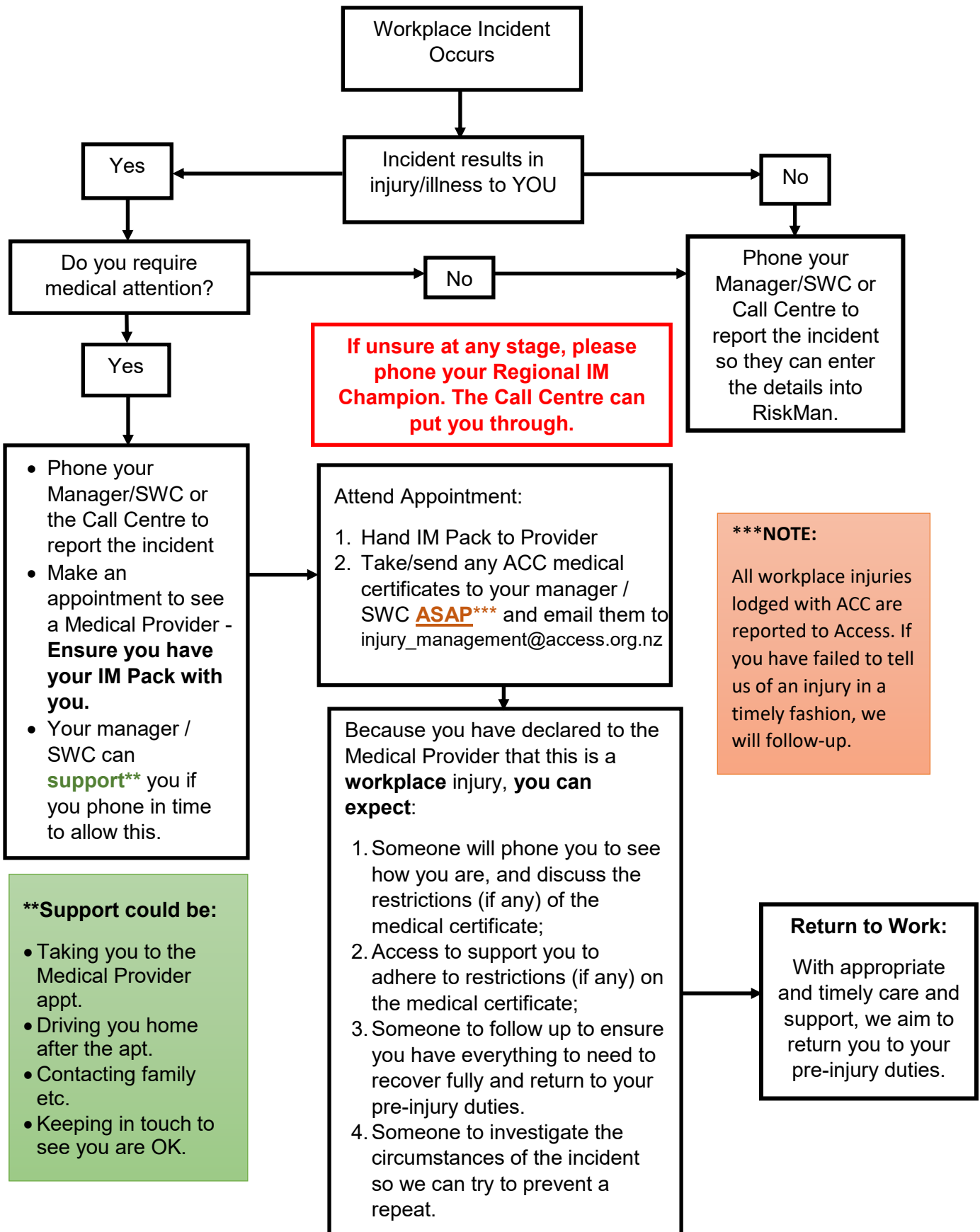
**Provider's Signature** .....

**Date** .....

**Provider's Stamp**

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## INJURY MANAGEMENT PROCESS – for Employees



## INJURED EMPLOYEE INFORMATION SHEET – employee copy

Our aim is to help you to return to your normal life, or as near to it as possible just as soon as you can. This is a general guide to some of the ways Access and Green Cross Health may be able to help you once your claim has been accepted and to outline your rights, responsibilities and possible entitlements.

**It is important that if you require further Medical Treatment from either a Doctor, nurse, physio, osteopath etc. that you inform your manager before you attend the appointment. This is so your manager is able to ensure you are appropriately supported through the process and aware of any further requirements recommended by the Medical Provider.**

### THE PRIVACY ACT 1993

To help provide with the assistance that you may be entitled to, we require certain information from you. This will include personal biographical and health related information, accident details, and, if you are claiming weekly compensation, details of your earnings.

We will collect as much information as we can directly from you. However, it will sometimes be necessary to get this from others. Depending on the nature of your claim, this may include getting medical details from people such as health professionals and information about your earnings. Should we need to do this, we will ask for you to sign a consent form so those people can release this information to us to better provide you with care.

We, as your employer are bound by the Privacy Act 1993 and the Health Information Privacy Code (HIPC) 1994 in handling personal information collected in relation to a claim. As such, information may only be collected or released to carry out the functions required to ensure your best care and recovery.

The Information Privacy Principles of the Privacy Act and HIPC ensure that with certain exceptions:

- the least possible amount of personal information must be collected to meet employer’s needs;
- the individual concerned must know of, and consent to, our collection of personal information and any information is kept securely;
- any person has a right of access to, and correction of, any information about themselves which an Employer obtains;
- information is only used for the purpose for which it was collected;
- there are limits on what information can be released by an Employer.

If you have any concerns about the way in which your personal information has been handled, you should discuss the matter with the Group Health & Safety Manager. If you still have concerns, you have the right to lodge a complaint with the Privacy Commissioner, PO Box 466, Auckland 1, Free phone 0800 803 909.

If you have any questions about what information will be collected, or how it will be used, please discuss the matter with your manager.

### CODE OF ACC CLAIMANTS RIGHTS

The ACC Code of Claimants Rights encourages positive relationships between Access and Green Cross Health and its injured employees (claimants). For us to assist you a partnership based on mutual trust, respect understanding and participation is critical. Injured employees and the Access and/or Green Cross Health management team will need to work together, especially in the rehabilitation process. This code is about how Green Cross Health will work with injured employees to make sure they receive the highest practicable standard of service and fairness.

This Code came into force on 1<sup>st</sup> February 2003 and a complaint can be made under the code from this date. A complaint cannot be made under the code about any dealing with Green Cross Health prior to the 1<sup>st</sup> February 2003.

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## YOUR RIGHTS

1. You have the right to be treated with dignity and respect.
2. You have the right to be treated fairly and have your views considered.
3. You have the right to have your culture, values and beliefs respected.
4. You have the right to effective communication.
5. You have the right to be fully informed.
6. You have the right to have your privacy respected.
7. You have the right to complain.

## YOUR RESPONSIBILITIES

1. You are responsible for informing your manager before you attend any Medical Provider visits following a work related injury.
2. You are responsible for ensuring you do your best to comply with the restrictions and/or alternative duties recommended by the medical provider following a work related injury.
3. You are responsible for informing your manager if you find you are not coping with any recommendations e.g. alternative duties etc. provided by the medical provider or the workplace assessor following work related injury.
4. You are responsible for informing your Manager and your ACC Case Manager of any changes in your circumstances e.g. change in contact details, increase in pain and/or discomfort affecting your rehabilitation following a work related injury.

## ENTITLEMENTS

- Managing at home - If you need help managing at home following your injury, we can arrange various types of help for things like housework, your personal care and childcare.
- Your work situation - We can pay you weekly compensation if you have to stop work because of an injury. We can also arrange vocational rehabilitation to help you get back to work.
- Getting to places you need to be - If you need to travel to get to work or treatment, we can cover the costs of transport and in some cases, overnight accommodation too.
- Long term injuries - If you are likely to take a long time to recover from your injury, we can help to minimise the disruption to your life by preparing a Rehabilitation Plan.
- Permanent impairment - if you have a permanent impairment as a result of your injury we can help you make the adjustment to living with the impairment.
- Health service provider responsibilities - Health service providers need to comply with ACC and health legislation, ACC policies and professional standards when treating you and making claims for you.

## COMPLAINTS PROCESS

- If you are concerned about the service you have received – please raise this with your ACC Case Manager
- If you are still dissatisfied, raise the issue with the Group Health & Safety Manager 027 200 1834
- Still dissatisfied, contact ACC complaints service 0800 650 222
- The complaint will be acknowledged, including a summary of the issues or statement of the problem
- The complaint will be investigated
- A decision will be issued which may include remedies
- If you are still dissatisfied you have the right to review the decision.

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